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NTL-3.2.149/3550
(127670HUUS01U)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr.

Serial No.: To be assigned Group Art Unit: To be assigned

Filed: Concurrently herein Examiner: To be assigned

Title: CUSTOMER SERVICE RESPONSE SYSTEM FOR
INTERACTION WITH CUSTOMER SERVICE
AGENTS

Assistant Commissioner for Patents
Washington, D.C. 20231

PRELIMINARY AMENDMENT

Please amend the above-identified application as follows:

IN THE SPECIFICATION

Page 1, line 15, delete "it is not surprising that" and replace it with - - many - -.

Page 1, line 15, after "have" add - - been - -.

Page 1, line 15, delete "implemented" and replace it with - - implementing - -.

Page 1, line 16, delete "which help" and replace it with - - to - -.

Page 1, line 17, delete "typically".

Page 1, line 19, delete "modern" and replace it with - - these - -.

Page 2, line 1, delete "forcing" and replace it with - - requiring - -.

Page 2, line 1, after "agent" add - - to - -.

Page 3, line 1, delete "Te" and replace it with - - The - -.

Page 3, line 20, delete "typical".

IN THE CLAIMS